Catholic Diocese of Richmond

Digital Communications and Media Policy for Church Personnel
Dear Priests, Deacons, Religious, Employees and Volunteers:

“As we celebrate 200 years as a diocese, amid a time of crisis and pandemic, we are reminded as bishops, priests, deacons, consecrated and all the people of God, we are called to be a people always centered on Christ. We are called to be people always holding the center - seeking union and communion with one another and God.”

With those words from our Bicentennial Mass on July 11, 2020, we are reminded that communication is fundamental to both forming, maintaining and establishing communion with one another. Communication is central in helping us express the faith and mission of our Church – to teach, sanctify and work in charity. It is at the heart of our work.

As we reflect on our two centuries of Catholic faith, we live in a time when the Church has the opportunity to use the constantly evolving facets of communication to share the Gospel message in new ways while always ensuring the integrity of our faith, respecting the dignity of all, and upholding a safe environment for our young people.

As Bishop of the Catholic Diocese of Richmond, it is my pleasure to approve and officially promulgate the Digital Communications and Media Policy. All policies, including this Communications Policy, are a practical expression of our solidarity with one another and are given to help facilitate our communion and the carrying out of our mission.

This document allows us to coordinate our communication efforts in a complex digital world, within a vast diocesan geographical environment, and outlines our responsibility to write and represent ourselves in accordance with our Christian faith. The policy provides expectations for communications concerning the Church and/or diocese shared on digital platforms, radio, TV, film and video, or in print communication are consistent with the teachings of the Church.

The Digital Communications and Media Policy stands to streamline all existing policy language related to digital and print communication into a policy that is applicable to all Church personnel across all ministries. For this policy, the term "Church personnel" is defined as those individuals who represent the Church by virtue of office or designated position, and includes bishop, priests and deacons with faculties to function in this diocese, seminarians of the diocese, those enrolled in the permanent diaconate formation program, men and women religious working for the diocese, lay ecclesial ministers, employees and volunteers.

Therefore, in accord with the norm of law, I hereby promulgate this Digital Communications and Media Policy to become effective on the 7th of October, the Memorial of Our Lady of the Rosary.

I thank our Priests’ Council and Diocesan Pastoral Council who reviewed this policy, and I thank all who helped assess and provide guidance in the crafting and editing of it. More importantly, I appreciate you taking the time to read through and incorporate this policy into the life and service of our local Church of Richmond. May God continue to bless you and our diocese as we work together in unity to fulfill the mission of the Church.

Sincerely in Christ,

Most Reverend Barry C. Knestout
Bishop of Richmond
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INTRODUCTION

“The Catholic Church, since it was founded by Christ our Lord to bear salvation to all people and thus is obliged to preach the Gospel, considers it one of its duties to announce the Good News of salvation also with the help of social communication and to instruct people in their proper use.” (Inter mirifica, 4 xii 63)

With these words, Blessed Paul VI declared the importance of using every legitimate means to evangelize the world, but also called upon the ones doing so to “be acquainted with the norms of morality and conscientiously put them into practice.” (Id.)

The Catholic Diocese of Richmond is comprised of a spiritual and faith-centered people. Our parishes seek full, active and joyful participation at worship and in ministry. They are centers of Christian study, learning and formation, and ministry for others, which grow from and are nourished by our love for Jesus Christ.

Communications is at the heart of our work and takes place not only within our churches and schools, but between each other and in the broader world. The Digital Communications and Media Policy of the Catholic Diocese of Richmond seeks to encourage communications that reflect who we are as Catholics at the service of evangelization and education, and under the guidance of our bishop. We encourage Church personnel to engage in conversations that further the Gospel message, always ensuring the integrity of our faith, respecting the dignity of all individuals and ensuring a safe environment for our young people.

This policy applies to all Church personnel, which includes bishops, priests and deacons with faculties to function in this diocese, seminarians of the diocese, those enrolled in the Permanent Diaconate Formation program, men and women religious working for the diocese, lay ecclesial ministers, employees and volunteers.

The Catholic Diocese of Richmond would like to thank the Dioceses of Arlington, Dallas, LaCrosse, Orlando, Palm Beach and Springfield-Cape Girardeau, whose own policies were instrumental in the development of this policy.

SECTION 1 | COMMUNICATIONS WITH MINORS AND VULNERABLE ADULTS

The primary purpose of digital communications between Church personnel and minors and vulnerable adults engaged in ministry is to provide information related to a ministry, school or other event and to encourage online engagement and evangelization. It is not intended for personal or private interaction between adults and minors or vulnerable adults.

Church personnel should always be considerate of boundaries and ensure they are observed, particularly in communications with minors or vulnerable adults and with use of social media in a youth ministry or school setting. For specific provisions related to communicating with minors, please reference the Conduct in Communications within the Diocesan Code of Ethical Conduct.
Church personnel also are expected to comply with the Safe Environment Regulations of the Catholic Diocese of Richmond, the Children’s Online Privacy Protection Act and all other applicable federal and state laws.

SECTION 2 | DIOCESAN DIGITAL MEDIA ACCOUNTS

Parishes, schools and diocesan offices are encouraged to use websites, social media and other digital media accounts to promote and advance their educational and evangelization missions.

Establishing a Digital Media Site

1. Approval Process
Before being launched, the project, including its appropriateness in ministry and oversight, must be approved in writing by the bishop or his delegate, who is the director for a diocesan office, pastor/administrator for a parish, or principal for a school.

Prior to launching a new digital account, diocesan offices are encouraged to collaborate with the Office of Communications to provide coordination between digital media initiatives. Diocesan offices are to provide the directors of the Office of IT and Office of Communications the names of new digital media accounts.

2. Account Administrators
An account must have two authorized administrators. One is to be the pastor/administrator, principal or department director. The second should be an employee who has written permission from the pastor/administrator or supervisor. Only authorized account administrators and IT employees may have administrative access to an account or login credentials.

If an entity does not have enough employees to meet digital media needs, a volunteer or contractor may be authorized on a case-by-case basis by the pastor/administrator or director to be an administrator, editor or contributor. Since digital media can be accessed and used by any person, including minors and vulnerable adults, volunteers in this role must be compliant with the requirements of the Diocesan Safe Environment Regulations. Entities who engage the services of an outside contractor are encouraged to include a provision in any contract that speaks to the background screening practices of the company. Entities may choose to have their contractors utilize the established background screening processes of the diocese.

An individual’s access to an account must be removed immediately if the individual is no longer authorized to manage the account or has separated from his/her Church personnel role. Passwords are to be changed in each instance for security reasons.

3. Account Names and Passwords
Digital media accounts are to be set up and maintained with diocesan email addresses, preferably the office’s or ministry’s main email address.
a. Account names and profile descriptions are to reflect the name or purpose of sponsoring entity, e.g., “@EvangelizationCDR” for the Office of Evangelization or “RichmondDiocese.org” for the diocese. Changes must have the approval of the designated supervisor.

b. Login/administrator information for each account is to be kept on file with the pastor/administrator, principal or director of the department. (See Appendix B for an Account Administrator Form)

c. Email addresses used as a login credential for administrative access should be generated through a diocesan-owned domain (@richmonddiocese.org or @[parishname].org). The exception is a social media platform that requires a pre-existing personal email address to access the account, e.g., Facebook. The verification email address linked to the account should be an official diocesan email address.

d. Campus ministers are permitted to use their official college email system for school-specific communication and college system access.

Content

All Church personnel posting on an account are responsible for ensuring that all content complies with diocesan written policies. As part of our commitment to transparency in communications, they are to identify themselves when posting comments or responses.

1. Acceptable Content
   Content should be relevant to the mission and purposes of the diocesan entity and consistent with the teachings, tenets and canons of the Roman Catholic Church. It also should be respectful and professional, not defamatory, derogatory, sexually explicit or threatening.

   Content should not compromise the Catholic Diocese of Richmond, diocesan entity or Church universal legally or morally, nor reveal confidential or proprietary information without explicit permission of the appropriate authority.

   Transparency regarding ownership of the account is important. Diocesan and diocesan entity accounts should include the entity’s official logo or other official graphic on the account.

2. Links
   Accounts should link to and “follow” the official Catholic Diocese of Richmond digital media sites. Links to official sites of the Vatican, United States Conference of Catholic Bishops and Virginia Catholic Conference are also encouraged.

   Be cautious of linking to or posting information from outside organizations, including those who self-identify as “Catholic,” without approval from the pastor/administrator, principal or director.

3. Comment Policy
   Conversations, posts, images and messages should be monitored on a regular basis, consistent with the comment policy of the Catholic Diocese of Richmond. All accounts that allow comments are to use or adapt the comment policy of the Catholic Diocese of Richmond (see official Facebook account for current language). Comment policies should provide guidelines
for civil discourse and repercussions for violations.

4. **Use of Photos and Video**
   a. Do not post, tag or link to individuals, pictures, images, videos, logos or correspondence without written permission of the individual or the applicable parent/guardian in the case of a minor or vulnerable adult.
   b. Do not post personally identifying information (name, address, etc.) of any minor without the expressed written consent of the minor’s parent/guardian. Use general descriptions such as “St. Mark third grade students.”
   c. Parents/guardians of minors in school, parish or other diocesan entity programs should be provided and asked to sign the diocesan Publicity Release Form annually. Signed forms must be kept on file at the school, parish or other entity for at least four years. *(See Appendix A)*
   d. Prior to taking photos at events sponsored by a diocesan entity, notify participants that photographs and/or video are being taken for parish promotional opportunities such as social media, websites, print materials, etc. This could be via a pulpit or program announcement and/or a clear photo use policy on a diocesan entity website.
   e. Photos or video taken at a public event generally may be used consistent with privacy rights; however, do not share personally identifying information of individuals without their written permission, and do not use images of anyone who objects to participating on digital media accounts. For small group meetings or gatherings, seek written permission prior to publishing images.
   f. If live-streaming a liturgy online, provide advance notice via channels such as worship aids, bulletins, on-site signage and announcements, website and/or other digital media accounts.

5. **Copyrights and Use of Official Logos or Trademarks**
   Photographs, artwork, articles, videos, music or other copyrighted material may not be posted without prior written permission from the copyright holder. This includes images and photographs found on Internet sites or through Internet searches.

   Trademarks and logos may not be used without authorization from the appropriate entity. Permission for use of trademarked images or logos, including the coat of arms of the Catholic Diocese of Richmond or bishop of Richmond, should be obtained from the diocesan director of communications or the director’s delegate.

**SECTION 3 | INTELLECTUAL PROPERTY RIGHTS**

1. **Software Licensing Compliance**
   Users must not make copies of or use software unless they know that the copies are in keeping with the vendor’s license to the Catholic Diocese of Richmond or its entities. Making regular backups of software for contingency planning purposes is permissible.

2. **Documentation of External Content**
   Users must maintain information about source, date and usage restrictions for all information provided by third parties. These labels will be important for management decision-making purposes and will demonstrate that the diocesan entities observed appropriate copyright and
other intellectual property laws. Users must assume that all materials on the Internet are copyrighted unless specific notice states otherwise.

3. **Video Use Permissions**
   Videos may not be copied without first obtaining written permission from the original or copyright owner. All videos made of presentations cannot be duplicated without first obtaining the appropriate approval in writing. This permission may come from the presenter or may be needed from the presenter’s organization/affiliation, if appropriate.

SECTION 4 | PERSONAL PLATFORMS AND MINISTRY

“It is not technology which determines whether or not communication is authentic, but rather the human heart and our capacity to use wisely the means at our disposal. Social networks can facilitate relationships and promote the good of society, but they can also lead to further polarization and division between individuals and groups.” (Pope Francis, World Communications Day, 2016)

The Catholic Diocese of Richmond and its affiliates recognize that Church personnel may create personal digital media accounts for their own use. Church personnel should be aware that they may be seen by members of the public as representing the diocese and its ethics and values, even when posting on personal accounts.

By their nature, social networking accounts are public. Online comments and posts are part of the public forum, and content will be considered public. Church personnel may be held responsible for electronically communicated and publicly expressed opinion.

Clergy and religious have a particular responsibility to be witnesses in word and sacrament of the Gospel and should avoid the appearance of scandal, disunity, imprudence or the taking of a position contrary to the teachings of the Catholic Church when posting online.

1. **Use of Diocesan Content on Personal Sites**
   a. Church personnel should maintain boundaries between their personal and professional lives. Personal accounts should not be used to conduct business for the diocese or diocesan entity.
   b. Diocesan-produced digital communications content may be re-posted or shared on personal accounts.
   c. Church personnel are expected to protect the privacy of the diocese and its employees and are prohibited from disclosing any proprietary and non-public information to which they may have access.
   d. The name, trademark or logo of the diocese or any business with a connection to the diocese or photographs of persons engaged in diocesan business or at diocesan events should not be used without appropriate permissions.

2. **Additional Guidelines**
   a. A disclaimer should be used noting that views expressed are your own and not that of the diocese, nor any person or organization affiliated or doing business with the diocese. A
disclaimer does not exempt Church personnel from accountability and responsibility for comments.

b. Communications should be consistent with diocesan polices, the Code of Ethical Conduct and the teachings of the Catholic Church.

c. Church personnel should not present themselves as authorized to speak on behalf of the diocese unless specifically authorized to do so.

d. Do not post anything that reasonably could be viewed as discriminatory, harassing, malicious, obscene, threatening or intimidating, or that disparages other Church personnel, parishioners or other persons associated with or doing business with the Catholic Church.

e. If serving in a leadership role in the diocese, the user should consider whether it is appropriate before “friending” or following a digital media account of a parent, parishioner or other individual with whom he or she interacts only through this leadership role.

SECTION 5 | MEDIA RELATIONS

Media present an opportunity to communicate with parishioners and the broader community and to further our mission of evangelization. The Office of Communications has been delegated the primary responsibility to manage communications and media for the Catholic Diocese of Richmond and its entities.

1. Official Spokespersons
   a. In matters concerning the entire diocese or the Church Universal, the official spokesperson is the bishop, followed by his delegate, the director of the Office of Communications, or other individuals the bishop or director of communications delegates.
   b. The director of communications serves as the primary point of contact for members of the media covering the Catholic Diocese of Richmond and its entities.
   c. Pastors, in their authority over a parish, serve as official representatives of their parishes on matters directly related to their parishes. They are encouraged to collaborate with the diocesan director of communications, who can provide professional support, training and guidance in dealing with the media.
   d. Staff and volunteers may not serve as spokespersons for a diocesan entity, including a parish or school, without prior authorization from the pastor or, in the case of a school or campus ministry, the diocesan Office of Catholic Schools or Office for Evangelization, respectively, in consultation with the director of communications.

2. Media and Sensitive Topics
   a. Media inquiries involving sensitive, confidential or personnel issues are to be directed to the director of communications, who will coordinate a response in consultation with the bishop, other diocesan staff, pastors, principals or directors, as appropriate.
   b. The director of communications is to be notified of pending or current crises or sensitive incidents in a timely manner in order to provide professional support and coordination regarding communications.
   c. While good relations with media are encouraged, non-diocesan media may not be on parish, school or other diocesan property without authorization from the bishop or the diocesan director of communications, acting as his delegate, out of respect for the privacy
of the entity, minors and others. Media on a property without authorization should kindly be asked to move to a public area and to contact the diocesan director of communications.

3. **Minors and Media**
   Minors must have authorization from their parent/guardian prior to being interviewed and/or photographed by the media. This authorization must be given in writing to the sponsoring entity via the diocesan Publicity Release Form.

4. **Use of Diocesan Property for Video**
   As a Catholic diocese, our parishes, schools and other properties are intended for ministerial use. At times, requests may be made to borrow or rent sites as locations for videos, movies or media interviews that are not directly related to the site’s ministry. These requests are to be referred to the diocesan director of communications and may not be agreed to without prior written authorization from the bishop or the director of communications, serving as his delegate.

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**SECTION 6 | COMPLIANCE**

The Catholic Diocese of Richmond will investigate and respond to all reports of violations of the Digital Communications and Media Policy. Violation may result in disciplinary action, up to and including termination for an employee or removal from a ministry role for a volunteer.

Violations of policy may also expose persons to civil and/or criminal action. In the case of a cleric or person in consecrated life, deprivation of office or other canonical penalties may be imposed through proper means in the Church’s law.

Any change to this policy is at the discretion of the Bishop of Richmond. All changes will be promulgated, and appropriate parties will be notified.

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**SECTION 7 | INFORMATION SENSITIVITY**

All Church personnel must follow security requirements of the Catholic Diocese of Richmond regarding data and privacy.

1. **Privacy and Collecting Information**
   Users should have no expectation of privacy in any use or the content of the use of a diocesan entity’s equipment and related applications. The diocese will monitor the use of its equipment and related applications.

2. **Information Safeguarding**
   Users are expected to protect the privacy of the diocese, its employees and parishioners, and are prohibited from disclosing any proprietary and nonpublic information to which the person may have access.

3. **Security Reporting**
Reports of breached confidential diocesan information and/or data are to be made immediately to the Offices of Human Resources and Risk Management for investigation.

SECTION 8 | RELATED POLICIES

All diocesan and diocesan entity digital media accounts must be in accord with all Catholic Diocese of Richmond policies. This document in no way contradicts what is stated in other Catholic Diocese of Richmond policies, including, but not limited to, those listed below. Please note: some policies require being logged in to the diocesan Extranet for access.

- Diocesan Code of Ethical Conduct
- Diocesan Safe Environment Regulations
- Called to Work in Harmony | Personnel Policies for Lay and Religious Employees
- Priest Handbook of the Catholic Diocese of Richmond
- Deacon Handbook of the Catholic Diocese of Richmond
- Seminarian Handbook of the Catholic Diocese of Richmond

SECTION 9 | DEFINITIONS

Adult: Any person who is eighteen (18) years of age or older.

Administrative access: Access to website management tools or a social media account/profile that allows a person to modify, create, delete or publish content or the account itself.

Boundaries: Role-appropriate social, emotional and behavioral rules of interactions between individuals.

Child, Youth, Minor or Vulnerable Adults: Any person under the age of 18 or an adult considered to be vulnerable. In Virginia, a person is an adult at age 18 and is sui iuris unless that person is vulnerable, that is, unable to perform activities or normal daily living due to a mental, intellectual, emotional, long-term physical or developmental disability or dysfunction, brain damage, the infirmities of aging or other causes. In the case of clergy, the Motu proprio “Vos Estis Lux Mundi” gives the definition of vulnerable person as: any person in a state of infirmity, physical or mental deficiency, or deprivation of personal liberty which, in fact, even occasionally, limits their ability to understand or to want or otherwise resist the offence.

Church personnel: Bishops, priests and deacons with faculties to function in the Catholic Diocese of Richmond, seminarians of the diocese, those enrolled in the permanent diaconate formation program, men and women religious working for the diocese, lay ecclesial ministers, employees and volunteers.

Clergy: Ordained priest or deacon incardinated in the Catholic Diocese of Richmond, as well as a religious priest or deacon, or priest or deacon incardinated in another (arch)diocese who is
engaged in ministry under the control or auspices of the Catholic Diocese of Richmond or an affiliate.

**Content:** Any digital information that communicates a message, including, but not limited to, text, photos, audio files and video files.

**Diocese or diocesan entity:** Any organization, department, office, ministry, outreach, parish, school, agency, committee, task force, advisory board or institution by, or with the supervision of, the Catholic Diocese of Richmond.

**Digital media account (or “digital account”):** Account associated with a website, social media account, podcast, blog, vlog or app using existing or future digital services and technology.

**Diocesan account:** Website, social media or other digital communications account that is owned or managed by or on behalf of the diocese or a diocesan entity. This does not include personal websites or social media accounts.

**Employee(s):** Lay employees and religious employees who are members of religious communities in the Catholic Church and who work full or part-time positions at an employing location of the Catholic Diocese of Richmond (the terms and conditions are provided by agreement with their communities).

**Ministry account:** Digital communications account created by Church personnel for the sole purpose of conducting diocesan/affiliate ministry.

**Personal account:** Digital media account of an individual or external group that is not owned, managed or published by or on behalf of the Catholic Diocese of Richmond or a diocesan entity.

**Religious:** Consecrated woman or man (cleric or brother) who is engaged in ministry under the control or auspices of the Catholic Diocese of Richmond or an affiliate.

**Website:** Any web presence, including blogs or any website, that displays social media content or features.

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**SECTION 10 | ADDENDUM FOR ADDITIONAL POLICIES**

Parish pastors/administrators, school principals, directors and similar management employees may develop written directives particular to their diocesan entity’s mission and operation that provide additional guidance to employees in the use and management of websites and social media. No such directive will contradict the contents of this policy. If such an addendum is created, it should be included with this policy when presented to employees so that they understand their full responsibilities and accountability when they sign the “Acknowledgement Form.” (See Appendix C)
SECTION 11 | POLICY AUTHORIZATION

This policy is decreed by the Bishop of the Catholic Diocese of Richmond on October 7, 2020, and it shall be effective immediately. This policy replaces and supersedes Employee Conduct VIII, Section F, “Social Networking Guidelines,” of Called to Work in Harmony, Personnel Policies for Lay and Religious Employees, promulgated March 28, 2020.

Most Reverend Barry C. Knestout
Bishop of Richmond

APPENDICES

A. Publicity Release Form
B. Account Administrator Form
C. Acknowledgement Form
APPENDIX A | PUBLICITY RELEASE FORM
(for schools, substitute “school” for “parish”; this form is effective for schools starting October 7, 2020)

PUBLICITY RELEASE FORM

________________________________________ Parish in ____________________, Virginia (“the parish”), and the Catholic Diocese of Richmond have opportunities throughout the year to promote the Catholic faith and activities through news stories in radio, TV, print and electronic media.

Permission is hereby granted to the parish and the Catholic Diocese of Richmond to use the voice/audio recordings, photographs, video and quotations of

______________________________________________________________________________
Name (First and Last)
(please print; one form may be used by a family for all children’s names listed here)

______________________________________________________________________________
Name of Participant (please print)

______________________________________________________________________________
Name of Parent/Guardian (required for minors)

______________________________________________________________________________
Signature of Participant (not required for minors) or Signature of Parent/Guardian (for minors)

______________________________________________________________________________
Home Address (street address, city, state, zip)

______________________________________________________________________________
Date of Signature (month/date/year)
APPENDIX B | ACCOUNT ADMINISTRATOR FORM

DIGITAL COMMUNICATIONS ACCOUNT ADMINISTRATOR AGREEMENT

This agreement affirms __________________________ (write name) has been approved by the pastor/administrator, principal or director of __________________________ (name of diocesan office or entity) to serve in the following capacity (please check one of these):

_____ Authorized administrator of the accounts listed below
_____ Content provider to the accounts listed below (access limited to posting approved content)

An administrator assumes responsibility for the creation and management of accounts and for enforcing the Catholic Diocese of Richmond Digital Communications and Media Policy.

The administrator understands that a violation of this Agreement or the policies incorporated may result in the loss of social media access on behalf of a ministerial leader, and may result in disciplinary action for Church personnel up to and including termination of employment and/or other legal action in accordance with the terms and conditions of the policy and applicable laws.

The account administrator agrees:

• The social media site is considered an extension of the diocesan/parish/school ministry.
• To monitor and review posts to ensure they contain appropriate content.
• To bring to the attention of the pastor, principal or director of Information Technology any concerns or violations in a timely manner.

I am the administrator/content contributor of a social media or other digital communications account for

____________________________________________________________________________
Name of Account Administrator (please print)

____________________________________________________________________________
Signature of Account Administrator

____________________________________________________________________________
Signature of Authorizing Pastor/Administrator, Principal or Director

Complete the following for each account for which you have responsibility:

Site URL: Username: Password:
APPENDIX C | ACKNOWLEDGEMENT FORM

DIGITAL COMMUNICATIONS AND MEDIA POLICY

The following is the Official Acknowledgement denoting that the individual whose signature appears below has read and understands the guidelines contained in the Digital Communications and Media Policy. This Acknowledgment will be kept in your Church personnel file.

While updated versions of this policy will be shared with employees and diocesan entities, it is your responsibility to ensure you are aware of the most recent version and adhere to it.

Any change to this policy is at the discretion of the Bishop of Richmond. All changes will be promulgated and appropriate parties will be notified.

Should you have questions about this policy, you understand you should direct those questions to your supervisor. Please complete and return this Acknowledgement to your parish/school/office location.

By acknowledging receipt and understanding of this policy and ministering or accepting an employment or volunteer position within the Catholic Diocese of Richmond, I agree that I will abide by the Digital Communications and Media Policy.

______________________________________________________________________________
Print Name (first and last)

______________________________________________________________________________
Signature

______________________________________________________________________________
Date of Signature

______________________________________________________________________________
Employing or Ministry Location

______________________________________________________________________________
Position / Title

______________________________________________________________________________
Email

______________________________________________________________________________
Phone Number